

AMENDMENTS

In the Claims

1. (Currently Amended) A method for verifying solutions provided by a solution network comprising:
automatically associating a call from a customer with a solution that is provided to the customer to solve an issue;
waiting a predetermined amount of time to verify whether the customer contacts the solution network again in a further attempt to resolve the issue; and,
indicating a successful resolution to the issue if no contact is made by the customer in an attempt to resolve the issue within the predetermined amount of time;
indicating an unsuccessful resolution to the issue by the solution if the customer contacts the solution network within the predetermined amount of time in the further attempt to resolve the issue; and,
verifying the solution based upon the indicating a successful resolution.
2. (Original) The method of claim 1 further comprising:
the waiting is based on the customer experience metrics.
3. (Original) The method of claim 1 wherein:
the indicating a successful resolution include incrementing a counter corresponding to the solution to indicate a successful solution.
4. (Original) The method of claim 1 further comprising:
scoring a solution based upon successful resolution of the issue; and
wherein a higher score for a solution indicates a more successful solution.
5. (Original) The method of claim 4 wherein:
when a solution is indicated as a more successful solution, the solution is presented to a customer higher on a list of available solutions.

6. (Canceled)
7. (Currently Amended) The method of claim 6 1 wherein:
if the solution is indicated as unsuccessful, then escalating the solution into a correction workflow.
8. (Original) The method of claim 7 wherein:
when the solution is escalated into a correction workflow, a product specialist reviews the solution for any needed correction.
9. (Original) The method of claim 1 wherein:
the issue relates to information handling systems.
10. (Currently Amended) An apparatus for verifying solutions provided by a solution network comprising:
means for automatically associating a call from a customer with a solution that is provided to the customer to solve an issue;
means for waiting a predetermined amount of time to verify whether the customer contacts the solution network again in a further attempt to resolve the issue; and,
means for indicating a successful resolution to the issue if no contact is made by the customer in a further attempt to resolve the issue within the predetermined amount of time;
means for indicating an unsuccessful resolution to the issue by the solution if the customer contacts the solution network within the predetermined amount of time in the further attempt to resolve the issue; and,
means for verifying the solution based upon the indicating a successful resolution.
11. (Original) The apparatus of claim 10 further comprising:
the waiting is based on the customer experience metrics.

12. (Original) The apparatus of claim 10 wherein:
the means for indicating a successful resolution includes means for incrementing a
counter corresponding to the solution to indicate a successful solution.
13. (Original) The apparatus of claim 10 further comprising:
means for scoring a solution based upon successful resolution of the issue; and
wherein a higher score for a solution indicates a more successful solution..
14. (Original) The apparatus of claim 13 wherein:
when a solution is indicated as a more successful solution, the solution is presented to a
customer higher on a list of available solutions.
15. (Canceled)
16. (Currently Amended) The apparatus of claim ~~15~~ 10 further comprising:
means for escalating the solution into a correction workflow if the solution is indicated as
unsuccessful.
17. (Original) The apparatus of claim 16 wherein:
when the solution is escalated into a correction workflow, a product specialist reviews the
solution for any needed correction.
18. (Original) The apparatus of claim 10 wherein:
the issue relates to information handling systems.
19. (Currently Amended) A system for verifying solutions provided by a solution
network comprising:
a call associating module, the call associating module automatically associating a call
from a customer with a solution that is provided to the customer to solve an issue;

a waiting module, the waiting module waiting a predetermined amount of time to verify whether the customer contacts the solution network again in a further attempt to resolve the issue; and,

a successful resolution module, the successful resolution module indicating a successful resolution to the issue if no contact is made by the customer in an attempt to resolve the issue within the predetermined amount of time;

an unsuccessful resolution module, the unsuccessful resolution module indicating an unsuccessful resolution to the issue by the solution if the customer contacts the solution network within the predetermined amount of time in the further attempt to resolve the issue; and,

a verifying module, the verifying module verifying the solution based upon the indicating a successful resolution.

20. (Original) The system of claim 19 further comprising:
the waiting is based on the customer experience metrics.

21. (Original) The system of claim 19 wherein:
the successful resolution module includes an incrementing module, the incrementing module incrementing a counter corresponding to the solution to indicate a successful solution.

22. (Original) The system of claim 19 further comprising:
a scoring module, the scoring module scoring a solution based upon successful resolution of the issue; and
wherein a higher score for a solution indicates a more successful solution..

23. (Original) The system of claim 22 wherein:
when a solution is indicated as a more successful solution, the solution is presented to a customer higher on a list of available solutions.

24. (Canceled)

25. (Currently Amended) The system of claim ~~24~~ 19 further comprising:
an escalating module, the escalating module escalating the solution into a correction
workflow if the solution is indicated as unsuccessful.

26. (Original) The system of claim 25 wherein:
when the solution is escalated into a correction workflow, a product specialist reviews the
solution for any needed correction.

27. (Original) The system of claim 19 wherein:
the issue relates to information handling systems.